

TEAM MEETING MINUTES

“The TEAM Committee brings together representatives from all work groups to make Pullman Transit a more efficient system and better place to work. Input from all employees is encouraged.”

Wednesday, October 09, 2019. Meeting called to order @ 10:14 AM

Present at meeting:

Present	Name	Representing	Term Expires
	Otto Nielson	Bus Washers	April 2022
X	Maddie Farnsworth	Drivers	May 2021
X	Dave Butcher	Drivers	May 2020
X	Randy Brown	Dispatchers	May 2022
X	James Nelson	Management	May 2020
X	Wayne Thompson	Management	N/A
Present by Invitation: Erik Carter			

Employee of the Quarter selection occurs during the July, October, January and April meetings.

Congratulations Justin Rink

Employee of the Year term is July-June. Voting takes place in April/May before the summer session.

NEXT MEETING TO BE HELD WEDNESDAY NOVEMBER 13, 2019 at 10:00 AM.

Erik C. has participated as an observer. Thank you Erik for accepting our invitation and coming to the meeting. The next observer was selected at random and has been invited to the November meeting.

A. MINUTES were reviewed.

B. SAFETY ISSUES: Incident/Accident reviews.

09/18/19 DAR: Driver tripped in a parking lot. Injury to the driver. – **Non-Recordable**

09/20 DAR: Breaks driver making a U-turn hit a curb and popped the front tire. – **Recordable**

09/27 DAR: Waiting patron threw a water bottle at the DAR van. – **Non-Recordable**

10/5 Fixed: Passenger on a school route turned in a capped needle to the driver. – **Non-Recordable**

10/6 DAR: DAR patron threw a grocery bag @ a driver, hitting a cart instead of the driver. –
Non-Recordable

C. OLD BUSINESS:

Hold Items: These are items we are aware of, will take some time to address, but are still open.

Cup holders have been falling off, a suggestion was made to investigate screw on options. New cupholders are being researched, two new types have been purchased for testing. **Both types of cup holders have been installed. Do drivers think we should purchase more of the metal holders and install or look for something different? (Feedback is key)**

Action Items: These are items that are actively being worked on.

A request was made for feedback regarding the Emergency Response Training at the August meeting. **Please feel free to provide feedback. (No responses received at this time)**

D. NEW BUSINESS/MEMBER CONCERNS:

Parking along shop parallel to the building is wasting parking space. **M&O have tried parking their personal vehicles the other way, but doing so creates too narrow of a lane to get their equipment through.**

Clocks for buses that are bigger for visibility. **Still waiting on a response from the vendor to increase MDT clock font. If the vendor is unable to increase clock size, clocks for buses will be looked into. The only problem is synching these clocks daily.**

Break room delay – it was supposed to be done by now, various reasons including paperwork ensuring the new site will not have the same issue again in the future. Breaks will be amended to allow for drivers coming back to Transit office for their breaks while the breakroom is unusable from the move. **No updates as of yet, but there is a meeting later today (10/9/19) with the project manager/developer for the current sites plans. UPDATE: move will occur in spring.**

Can a picnic table be added at the new breakroom location so drivers can eat their lunch outside on nice days? **This should not be a problem; management will look into getting one added.**

Put a drinking fountain that allows water bottles to be filled more easily at the new breakroom. **This item will be researched further.**

Can we stop requiring students to show their WSU cards when boarding the buses in the apartment loop? Most of the patrons boarding the buses are students going to campus.

Management reached out to WSU Transportation regarding this issue on 10/8. Still waiting for a response.

Is it possible to get additional PR codes added, this way the original route message will still appear? (Bus Full, Route Ends at Chinook, Drop Off Service Only, etc.) **Management looking into this**

If we don't end up moving forward with not requiring students to show their Cougar Cards, can we get big laminated signs that say "Please show your Cougar Card every time when boarding"?

Can we swap the Gray B and Gray A shuttles from the current (AM LMS 1/Gray A and AM LMS 4/Gray B) to AM LMS 1/Gray B and AM LMS 4/Gray A, that way a 40 foot bus does the apartment loop and a 35 foot bus gets the shorter shuttle to allow for more room? **Currently being looked at by management.**

E. COMPLIMENTS & COMPLAINTS

Compliments:

9/18/19: Jessica T really assisted with a bus breakdown on the Wheat route.

9/21/19: John G is the greatest DAR driver ever. He should train all others.

Complaints:

9/21/19 DAR: Driver did not get out and help a patron. **Invalid**

9/21/19 DAR: Driver was speeding and on their phone. **Invalid**

9/11/19 Fixed: Driver was being rude and overfilling the bus. **Invalid**

9/16/19 Fixed: Driver cut off a vehicle and was driving to close. **Invalid**

9/18/19 Fixed: Driver stopped in a crosswalk or was blocking a crosswalk. **Valid**

9/19/19 Fixed: Bus pulled out in front of another vehicle causing the driver to have to swerve into the oncoming lane. **Valid**

9/20/19 Fixed: Bus did not stop at a stop. **Valid**

9/23/19 Fixed: Bus sped up & cutoff a car. **Invalid**

10/1/19 Fixed: Bus cutoff another car twice. **Invalid**

10/3/19 Fixed: Driver was combative with patrons regarding passes. **Invalid**

F. CHANGES MADE AT THE SUGGESTION OF EMPLOYEES

As a reminder, suggestions that require attention faster than once a month can be written on the yellow suggestion cards in the garage. This box is checked daily.

9/11/19: Can stop signs or other signs be moved back on routes to avoid contact. **Looking into it. Specific sites would be helpful.**

9/11/19: Now that we have new PR readerboard codes, inform drivers what they are and how to use them. **Pending**

9/11/19: Remove announcement at the Valley and Merman Stop that states “next stop has been changed to College Crest”. **Completed**

9/11/19: Announcement on bus, a reminder to show your pass or Cougar Card to the driver when boarding bus. Perhaps a quarterly rotation of regular reminders. **Completed: Any other announcement suggestions**

9/11/19: Tinting on Phantoms requested cut higher, at same level window shade pulls down to. **Completed**

9/12/19: Van 391 wire basket for grocery securements, paint for passenger side footstep and possible handle bar for front passenger.

9/26/19: Have we done the measurements to be sure 2 busses can go into the new breakroom area side by side?

10/2/19: Clarify if Expresses need to use scheduling (time checks), bunching or a combination of the two. Some drivers are not following either, just driving and really affecting spacing.

Move radio mic and MDT in 3361 to different location. **Completed**

10/9/19: Schweitzer and Terre View bus stop signpost is too close to the edge of the road.

10/9/19: Re-affix cup holder on 304. **Completed**

Can we get a memo that states drivers can detour from their football routes to the proper restroom facilities? **Completed 9/13**

Can we turn the Coug A into a short loop express servicing Orchard, Valley only to Martin Stadium? **Completed on 9/23**

Can we have the Coug B shuttle skip apartment land, turn right on Merman and Left on Terre View? **Completed 9/10**

On the brochure and Bus Stop posting highlight the 5:30 time check @ Chinook in red and indicate that for Community Service, SAT, SUN, and Holidays, Chinook is the last stop.